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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/822,675	03/30/2001	Barbara A. Christensen	RA 5365 (33012/312/101)	9210

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EXAMINER

HU, JINSONG

ART UNIT

PAPER NUMBER

2154

DATE MAILED: 09/09/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/822,675

Applicant(s)

CHRISTENSEN ET AL.

Examiner

Jinsong Hu

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 30 March 2001.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

1. Claims 1- 20 are presented for examination.
2. The cross references related to the application cited in the specification must be updated [i.e., update the relevant status with PTO serial number or patent number where appropriate, on pages 1-4]. The entire specification should be so revised.
3. Claims 1, 6, 11 and 16 are objected to because there is a typo [i.e., "publically" should be "publicly"]. Corrections are required.
4. Claims 5, 10, 15 and 20 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.
 - A. The claim language in the following claims is not clearly understood.
 - i. As per claim 5, line 2, "MAPPER" [what is the full name of this abbreviation].

Claim Rejections - 35 USC § 102

5. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the

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applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

6. Claims 1-4, 6-9, 11-14 and 16-19 are rejected under 35 U.S.C. 102(e) as being anticipated by Lim et al. (US 6,434, 619).

7. As per claims 1-2, Lim teaches the invention as claimed including a data processing system having a user terminal for accessing an application [CSM service director, Fig. 2] coupled to a data base management system [CSM agent, Fig. 2] responsively coupled to said user terminal via a publicly accessible digital data communication network [col. 2, lines 20-30], the system comprising a user interface module coupled to said user terminal [customer end-user browsers, Fig. 2] via said publicly accessible digital data communication network [www, Fig. 2] and to said data base management system which communicates with said application via said data base management system [col. 3, lines 10-40; col. 4, lines 19-23 & 40-58].

8. As per claim 3, Lim teaches the user terminal further comprises an industry compatible personal computer having a commercially available browser [customer end-user browsers, Fig. 2].

9. As per claim 4, Lim teaches the application and said user interface module are resident within a single server [col. 4, lines 40-58].

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10. As per claims 6-9, since they are apparatus claims of claims 1-4, they are rejected for the same basis as claims 1-4 above.

11. As per claims 11-14, since they are method claims of claims 1-4, they are rejected for the same basis as claims 1-4 above.

12. As per claims 16-19, since they are means plus function claims of claims 1-4, they are rejected for the same basis as claims 1-4 above.

Claim Rejections - 35 USC § 103

13. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

14. Claims 5, 10, 15 and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Lim et al. (US 6,434, 619) as applied to claims 1-4, 6-9, 11-14 and 16-19 above, in view of Gebauer (US 6,446,117).

15. As per claims 1, 10, 15 and 20, Lim teaches the invention substantially as claimed in claim 1. Lim does not specifically teach the data base management system is Classic MAPPER.

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16. However, Gebauer on the other hand teaches a data base management system is Classic MAPPER. It would have been obvious to a person of ordinary skill in the art at the time the invention was made to combine the teaching of Lim and Gebauer because utilizing Gebauer's classic MAPPER in aaa's system would improve the functionality by allowing user generating various reports [Gebauer, col. 2, lines 27-30]. One of ordinary skill in the art would have been motivated to modify Lim's system with Gebauer's classic MAPPER to improve the functionality of the system.

Conclusion

17. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

Yoshimoto (US 6,237,023) discloses a service access control system;

Chang et al. (US 6,219,700) discloses a service managing system;

Mehring et al. (US 6,609,115) discloses an on-line service system; and

Seguchi et al. (US 6,633,898) discloses a product service system.

18. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jinsong Hu whose telephone number is (703) 306-5932. The examiner can normally be reached on 8:00 AM - 5:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John A. Follansbee can be reached on (703) 305-8498. The fax phone

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number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Jinsong Hu

September 3, 2004



**JOHN FOLLANSBEE
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